LISTING OF THE CLAIMS

The following listing, if entered, replaces all prior versions of the claims in the present application.

1. – 22. Cancelled

23. **(Currently Amended)** An apparatus comprising:

a processor; and

a communication server, executed by said processor, which is configured to communicate with a communication channel by virtue of being configured to

~~process~~ **receive** an incoming communication ~~received~~ from the communication channel via a channel driver communicatively coupled to the communication channel, wherein

the channel driver is configured **to communicate with the communication channel by virtue of being configured** according to a media type of the communication channel, **and**

the media type of the communication channel is one of a plurality of media types, and

~~the channel driver is configured to communicate with any one of the plurality of media types, and~~

cause an outgoing communication to be sent to the communication channel **via the channel driver**, wherein

the communication server is further configured to communicate independently of the media type of the communication channel by virtue of being configured to communicate with the communications channel via the channel driver**, and**

the communication server and channel driver are configured to communicate with one another by virtue of a communication application program interface.

24. (Previously Presented) The apparatus of claim 23 wherein
the channel driver is further configured to
provide an event when the incoming communication is received from the communication channel; and
issue a command to the communication channel, wherein the command is the outgoing communication, the issuing being according to the media type of the communication channel;
and wherein
the communication server is further configured to obtain the event provided by the channel driver; and
the communication server being configured to cause the outgoing communication to be sent further comprises the communication server being configured to cause the channel driver to issue the command.

25. (Previously Presented) The apparatus of claim 24 further comprising:
a user interface comprising a user interface object configured to be activated, wherein the communication server is configured to cause the channel driver to issue the command upon activation of the user interface object.

26. (Previously Presented) The apparatus of claim 25 wherein
the communication server is further configured to receive the activation of the user interface object.

27. (Previously Presented) The apparatus of claim 25 wherein
the communication server is further configured to provide a notification of the event via the user interface.

28. (Previously Presented) The apparatus of claim 25 wherein
the communication server is further configured to
determine an agent to be notified of the event; and
provide a notification of the event to the agent via the user interface.

29. (Previously Presented) The apparatus of claim 25 further comprising:

a connection between the user interface and the communication channel.

30. (Previously Presented) The apparatus of claim 29 wherein the connection comprises:

a first sub-connection between the user interface and the communication server;

a second sub-connection between the communication server and the channel driver; and

a third sub-connection between the channel driver and the communication channel;

and wherein

the communication server is further configured to use the first and second sub-connections to cause the channel driver to issue the command; and

the channel driver is further configured to use the third sub-connection to issue the command.

31. (Previously Presented) The apparatus of claim 25, further comprising:

a database comprising:

an event table comprising information regarding the event;

a command table comprising information regarding the command; and

a user interface object table comprising information regarding the user interface object.

32. (Previously Presented) The apparatus of claim 31 wherein

the communication server being configured to process the event comprises further being configured to access the event table; and

the communication server being configured to cause the channel driver to issue the command comprises being further configured to access the command table and the user interface object table to cause the channel driver to issue the command, wherein

command data in the command table and user interface object data in the user interface object table are used to cause the channel driver to issue the command.

33. (Previously Presented) The apparatus of claim 31 wherein
the communication server is further configured to
obtain the event provided by the channel driver; and
perform an event response; and
the database further comprises:
an event response table comprising information regarding the event response to be performed upon obtaining the event.

34. (Previously Presented) The apparatus of claim 31 wherein
the communication server is further configured to
determine a configuration for an agent using the user interface;
and wherein
the database further comprises:
an agent configuration table comprising information regarding the configuration to which the agent belongs.

35. (Previously Presented) The apparatus of claim 34 wherein
the database further comprises:
a configuration table comprising information regarding the configuration; and
an agent table comprising information regarding the agent.

36. (Previously Presented) The apparatus of claim 24 wherein
the communication channel is one communication channel of a plurality of communication channels;
the channel driver is one channel driver of a plurality of channel drivers; and
each communication channel of the communication channels is associated with a corresponding channel driver of the channel drivers.

37. (**Currently Amended**) A method comprising:

receiving an incoming event **from a communication channel** via a channel driver, wherein

the channel driver is communicatively coupled to **[[a]]** **the** communication channel, wherein

the ~~**event is communicated**~~ channel driver is configured to communicate with the communication channel by virtue of being configured according to a media type of the communication channel, and

the media type of the communication channel is one of a plurality of media types; and

providing a notification of the event via a user interface, wherein

the notification is provided by a communication server,

the communication server is **configured to communicate** independently of the media type of the communication channel by virtue of being configured to communicate with the communications channel via the channel driver,

the media type of the communication channel is one of a plurality of media types, and

~~**the channel driver is configured to communicate with any one of the media types**~~

the communication server and the channel driver are configured to communicate with one another by virtue of a communication application program interface.

38. (Previously Presented) The method of claim 37 further comprising:

obtaining an activation of a user interface object from the user interface, wherein the activation is associated with a command; and

issuing the command via the channel driver to the communication channel, wherein the issuing the command communicates according to the media type.

39. (Previously Presented) The method of claim 37 further comprising:

determining an agent to be notified of the event;

and wherein

the providing the notification comprises providing the notification to the agent via the user interface.

40. (Previously Presented) The method of claim 37 wherein

the event corresponds to a work item; and

the providing the notification of the event comprises providing a notification of the work item.

41. (Previously Presented) The method of claim 37 further comprising:

establishing a connection between the user interface and the communication channel;

and wherein

the providing the notification is performed via the connection.

42. (**Currently Amended**) A method for communicating using **an apparatus comprising a communication server configured to communicate with** a communication channel **via a channel driver** comprising:

issuing an outgoing command to the communication channel, wherein

the issuing the command is performed by **[[a]] the** channel driver,

the channel driver is configured to communicate with the communication channel **by virtue of being configured** according to a media type of the communication channel,

the media type of the communication channel is one of a plurality of media types, ~~**and**~~

~~**the channel driver is configured to communicate with any one of the plurality of media types**~~

the communication server is configured to communicate independently of the media type of the communication channel by virtue of being

configured to communicate with the communications channel via the channel driver, and

the communication server and the channel driver are configured to communicate with one another by virtue of a communication application program interface.

43. (Previously Presented) The method of claim 42 further comprising:

determining the command upon receiving an activation of a user interface object of a user interface.

44. **(Currently Amended)** A method comprising:

receiving an incoming event from a communication channel via a channel driver communicatively coupled to the communication channel, wherein

the receiving is performed by a channel driver, **and**

the channel driver is configured to communicate with the communication channel **by virtue of being configured** according to a media type of the communication channel, **and**

the media type of the communication channel is one of a plurality of media types~~, and~~

~~the channel driver is configured to communicate with any one of the plurality of media types~~;

accessing a database to determine an event response to in response to the receiving of the event, wherein

the accessing is performed by a communication server,

the communication server is configured to operate independently of the media type **of the communication channel** by virtue of being configured to receive the event from the communications channel via the channel driver**, and**

the communication server and the channel driver are configured to communicate by virtue of a communication application program interface; and

performing the event response under control of the communication server.

45. **(Currently Amended)** A computer system comprising:

a processor;

a display, coupled to the processor;

computer readable medium coupled to the processor; and

computer instructions, encoded in the computer readable medium, the computer instructions comprising:

a communication server, wherein

the communication server is configured to allow the processor to communicate with a communication channel **via a channel driver**, by virtue of the communication server comprising:

incoming instructions configured to ~~process~~ **receive** an incoming communication ~~received~~ from the communication channel, wherein

the incoming communication is received via **[[a]]** **the** channel driver **communicatively coupled to the communication channel**,

the channel driver is configured to ~~provide communication between the communication server and~~ **communicate with** the communication channel **by virtue of being configured** according to a media type of the communication channel, **and**

the media type of the communication channel is one of a plurality of media types~~, and the channel driver is configured to communicate with any one of the media types~~; and

outgoing instructions configured to cause an outgoing communication to be sent to the communication channel **via the channel driver**, wherein

the incoming instructions are configured to communicate independently of the media type of the communication channel by virtue of being configured ~~to use the channel driver to allow the communication server~~ to communicate with the communication channel **via the channel driver**, ~~and~~

the incoming instructions and the channel driver are configured to communicate with one another by virtue of a communication application program interface,

the outgoing instructions are configured to communicate independently of the media type of the communication channel by virtue of being configured to communicate with the communications channel via the channel driver ~~to allow the communication server to communicate with the communication channel~~ , and

the outgoing instructions and the channel driver are configured to communicate with one another by virtue of a communication program interface.

46. (Previously Presented) The computer system of claim 45 wherein the channel driver comprises:

event obtaining instructions to obtain an event when the incoming communication is received from the communication channel, wherein the event obtaining instructions communicate according to the media type; and

issuing instructions to issue a command to the communication channel, wherein the command is the outgoing communication and the issuing instructions communicate according to the media type;

and wherein

the incoming instructions further comprise event providing instructions to provide the event obtained by the event obtaining instructions; and

the outgoing instructions further comprise causing instructions to cause the issuing instructions to issue the command.

47. (Previously Presented) The computer system of claim 46 wherein the computer instructions further comprise:

user interface instructions, wherein

the user interface instructions are configured to provide a user interface presented on the display,

the user interface comprises a user interface object configured to be activated, and

the causing instructions are configured to cause the issuing instructions to issue the command upon activation of the user interface object.

48. (Previously Presented) The computer system of claim 47 wherein

the communication server further comprises activation receiving instructions to receive the activation of the user interface object.

49. (Previously Presented) The computer system of claim 47 wherein

the communication server further comprises notifying instructions to provide a notification of the event via the user interface.

50. (Previously Presented) The computer system of claim 47 wherein

the communication server further comprises:

agent determining instruct tions to determine an agent to be notified of the event; and

notifying instructions to provide a notification of the event to the agent via the user interface.

51. (Previously Presented) The computer system of claim 47 wherein the computer instructions further comprise:

connection instructions for establishing a connection between the user interface and the communication channel.

52. (Previously Presented) The computer system of claim 51 wherein the connection instructions comprise:

first sub-connection instructions to establish a first sub-connection between the user interface and the communication server;

second sub-connection instructions to establish a second sub-connection between the communication server and the channel driver; and

third sub-connection instructions to provide a third sub-connection between the channel driver and the communication channel;

and wherein

the communication server uses the first and second sub-connections to cause the channel driver to issue the command; and

the channel driver uses the third sub-connection to issue the command.

53. (Previously Presented) The computer system of claim 52, wherein the first sub-connection comprises:

a web connection between the user interface and a web server; and

an interprocess connection between the web server and the communication server.

54. (Previously Presented) The computer system of claim 47, further comprising:

a database stored in the computer readable medium comprising:

an event table comprising information regarding the event;

a command table comprising information regarding the command; and

a user interface object table comprising information regarding the user interface object.

55. (Previously Presented) The computer system of claim 54 wherein

the event providing instructions comprise event table accessing instructions to access the event table, wherein

event data in the event table is used to provide the event; and

the causing instructions comprise:

command table accessing instructions to access the command table; and

user interface object table accessing instructions to access the user interface object table, wherein

command data in the command table and user interface object data in the user interface object table are used to cause the issuing instructions to issue the command.

56. (Previously Presented) The computer system of claim 54 wherein

the communication server further comprises:

event obtaining instructions to obtain the event provided by the event providing instructions; and

event response performing instructions to perform an event response; and

the database further comprises:

an event response table comprising information regarding the event response to be performed upon obtaining the event.

57. (Previously Presented) The computer system of claim 54 wherein

the communication server further comprises:

configuration determining instructions to determine a configuration for an agent using the user interface;

and wherein

the database further comprises:

an agent configuration table comprising information regarding the configuration to which the agent belongs.

58. (Previously Presented) The computer system of claim 57 wherein

the database further comprises:

a configuration table comprising information regarding the configuration; and

an agent table comprising information regarding the agent.

59. (Previously Presented) The computer system of claim 46 wherein

the communication channel is one communication channel of a plurality of communication channels;

the channel driver is one channel driver of a plurality of channel drivers; and

each communication channel of the communication channels is associated with a corresponding channel driver of the channel drivers.

60. (**Currently Amended**) A computer system to communicate using a communication channel comprising:

a processor;

a display, coupled to the processor;

computer readable medium coupled to the processor; and

computer instructions, encoded in the computer readable medium, the computer instructions comprising:

receiving instructions, wherein

a channel driver comprises the receiving instructions,

the receiving instructions are configured to receive an incoming event from the communication channel,

the receiving instructions are configured to communicate **with the communication channel by virtue of being configured** according to a media type of the communication channel, **and**

the media type of the communication channel is one of a plurality of media types~~, and~~

~~the channel driver is configured to communicate with any one of the media types~~; and

notifying instructions, wherein

a communication server comprises the notifying instructions,

the notifying instructions are configured to provide a notification of the event via a user interface presented on the display,

the user interface is coupled to the communication server, ~~and~~

the notifying instructions **are configured to** communicate independently of the media type of the communication channel by virtue of being configured to **communicate with the communication channel** ~~obtain the event~~ via the receiving instructions**, and**

the notifying instructions and the receiving instructions are configured to communicate with one another by virtue of a communication application program interface.

61. (Previously Presented) The computer system of claim 60 wherein the computer instructions further comprise:

activation obtaining instructions to obtain an activation of a user interface object of the user interface, wherein

the activation is associated with a command; and

issuing instructions to issue the command to the communication channel, wherein the issuing the command communicates according to the media type.

62. (Previously Presented) The computer system of claim 60 wherein the computer instructions further comprise:

agent determining instructions to determine an agent to be notified of the event; and wherein

the notifying instructions comprise agent notifying instructions to provide the notification to the agent via the user interface.

63. (Previously Presented) The computer system of claim 60 wherein

the event corresponds to a work item; and

the providing instructions comprise work item providing instructions to provide a notification of the work item via the user interface.

64. (Previously Presented) The computer system of claim 60 wherein the computer instructions further comprise:

connection instructions to establish a connection between the user interface and the communication channel;

and wherein

the notifying instructions use the connection to provide the notification.

65. (**Currently Amended**) A computer system to communicate using **a communication server configured to communicate with** a communication channel **via a channel driver** comprising:

a processor;

a display, coupled to the processor;

computer readable medium coupled to the processor; and

computer instructions, encoded in the computer readable medium, the computer instructions comprising:

issuing instructions configured to issue an outgoing command to the communication channel, wherein

the issuing instructions are configured to use **[[a]] the** channel driver,

the channel driver is configured to communicate **with the communication channel by virtue of being configured** according to a media type of the communication channel, **and**

the media type of the communication channel is one of a plurality of media types, and

the channel driver is configured to communicate with any one of the plurality of media types

the communication server is configured to communicate independently of the media type of the communication channel by virtue of being configured to communicate with the communications channel via the channel driver, and

the communication server and the channel driver are configured to communicate with one another by virtue of a communication application program interface.

66. (Previously Presented) The computer system of claim 65 wherein the computer instructions further comprise:

command determining instructions to determine the command upon receiving an activation of a user interface object of a user interface presented on the display, wherein the command determining instructions communicate independently of the media type by virtue of being configured to use the issuing instructions to issue the command.

67. **(Currently Amended)** A computer system comprising:

a processor;

computer readable medium coupled to the processor; and

computer instructions, encoded in the computer readable medium, the computer instructions comprising:

receiving instructions to ~~receive~~ an incoming event from a communication channel **via a channel driver communicatively coupled to the communication channel**,

[[a]] **the** channel driver comprises the receiving instructions,

the channel driver is configured to communicate with the communication channel **by virtue of being configured** according to a media type of the communication channel, **and**

the media type of the communication channel is one of a plurality of media types, ~~and~~

~~the channel driver is configured to communicate with any one of the plurality of media types~~;

accessing instructions to access a database to determine an event response to the receiving of the event, wherein

a communication server comprises the accessing instructions, ~~and~~

the communication server is configured to operate independently of the media type **of the communication channel** by virtue of being configured to receive the event from the communications channel via the channel driver**, and**

the communication server and the channel driver are configured to communicate with one another by virtue of a communication application program interface; and

event response performing instructions to perform the event response, wherein

the communication server further comprises the event response performing instructions, and

the event response performing instructions are configured to operate independently of the media type.

68. **(Currently Amended)** A computer program product comprising:

a communication server configured to allow a processor to communicate with a communication channel, by virtue of the communication server comprising:

incoming instructions, wherein

the incoming instructions are configured to ~~process~~ **receive** an incoming communication ~~received~~ from the communication channel via a channel driver **communicatively coupled to the communication channel**,

the incoming communication is received via the channel driver,

the channel driver is configured to ~~provide communication between the communication server and~~ **communicate with** the communication channel **by virtue of being configured** according to a media type of the communication channel, and

the media type of the communication channel is one of a plurality of media types; and

outgoing instructions, wherein

the outgoing instructions are configured to cause an outgoing communication to be sent to the communication channel **via the channel driver**,

the incoming instructions are configured to communicate independently of the media type of the communication channel by virtue of being

configured to ~~use the channel driver to~~ communicate with the communication channel **via the channel driver**, ~~and~~

the incoming instructions and the channel driver are configured to communicate with one another by virtue of a communication application program interface,

the outgoing instructions are configured to communicate independently of the media type of the communication channel by virtue of being configured to communicate with the communications channel via the channel driver**, and**

the outgoing instructions and the channel driver are configured to communicate with one another by virtue of a communication application program interface; and

a computer readable storage medium to store the communication server.

69. (Previously Presented) The computer program product of claim 68 wherein the channel driver comprises:

event obtaining instructions to obtain an event when the incoming communication is received from the communication channel, wherein

the event obtaining instructions communicate according to the media type; and

issuing instructions to issue a command to the communication channel, wherein

the command is the outgoing communication and the issuing instructions communicate according to the media type;

and wherein

the incoming instructions further comprise event providing instructions to provide the event obtained by the event obtaining instructions;

the outgoing instructions further comprise causing instructions to cause the issuing instructions to issue the command; and

the computer readable storage medium further stores the channel driver.

70. (Previously Presented) The computer program product of claim 69 further comprising:

user interface instructions to provide a user interface presented on the display, the user interface comprising a user interface object configured to be activated, wherein

the causing instructions cause the issuing instructions to issue the command upon activation of the user interface object;

and wherein

the computer readable storage medium further stores the user interface instructions.

71. (Previously Presented) The computer program product of claim 70 wherein

the communication server further comprises activation receiving instructions to receive the activation of the user interface object.

72. (Previously Presented) The computer program product of claim 70 wherein

the communication server further comprises notifying instructions to provide a notification of the event via the user interface.

73. (Previously Presented) The computer program product of claim 70 wherein

the communication server further comprises:

agent determining instructions to determine an agent to be notified of the event; and

notifying instructions to provide a notification of the event to the agent via the user interface.

74. (Previously Presented) The computer program product of claim 70 further comprising:

connection instructions for establishing a connection between the user interface and the communication channel;

and wherein

the computer readable storage medium further stores the connection instructions.

75. (Previously Presented) The computer program product of claim 74 wherein the connection instructions comprise:

first sub-connection instructions to establish a first sub-connection between the user interface and the communication server;

second sub-connection instructions to establish a second sub-connection between the communication server and the channel driver; and

third sub-connection instructions to provide a third sub-connection between the channel driver and the communication channel;

and wherein

the communication server uses the first and second sub-connections to cause the channel driver to issue the command; and

the channel driver uses the third sub-connection to issue the command.

76. (Previously Presented) The computer program product of claim 75, wherein the first sub-connection comprises:

a web connection between the user interface and a web server; and

an interprocess connection between the web server and the communication server.

77. (Previously Presented) The computer program product of claim 70 further comprising:

a database stored in the computer readable medium comprising:

an event table comprising information regarding the event;

a command table comprising information regarding the command; and

a user interface object table comprising information regarding the user interface object.

78. (Previously Presented) The computer program product of claim 76 wherein

the event providing instructions comprise event table accessing instructions to access the event table, wherein

event data in the event table is used to provide the event; and

the causing instructions comprise:

command table accessing instructions to access the command table; and

user interface object table accessing instructions to access the user interface object table, wherein

command data in the command table and user interface object data in the user interface object table are used to cause the issuing instructions to issue the command.

79. (Previously Presented) The computer program product of claim 76 wherein

the communication server further comprises:

event obtaining instructions to obtain the event provided by the event providing instructions; and

event response performing instructions to perform an event response; and

the database further comprises:

an event response table comprising information regarding the event response to be performed upon obtaining the event.

80. (Previously Presented) The computer program product of claim 76 wherein

the communication server further comprises:

configuration determining instructions to determine a configuration for an agent using the user interface;

and wherein

the database further comprises:

an agent configuration table comprising information regarding the configuration to which the agent belongs.

81. (Previously Presented) The computer program product of claim 80 wherein

the database further comprises:

a configuration table comprising information regarding the configuration; and

an agent table comprising information regarding the agent.

82. (Previously Presented) The computer program product of claim 69 wherein

the communication channel is one communication channel of a plurality of communication channels;

the channel driver is one channel driver of a plurality of channel drivers; and

each communication channel of the communication channels is associated with a corresponding channel driver of the channel drivers.

83. **(Currently Amended)** A computer program product to communicate using a communication channel, the computer program product comprising:

receiving instructions configured to ~~receive~~ an incoming event from the communication channel, wherein

a channel driver comprises the receiving instructions,

the receiving instructions comprise a channel driver,

the channel driver is configured to communicate with the communication channel **by virtue of being configured** according to a media type of the communication channel, and

the media type of the communication channel is one of a plurality of media types;

notifying instructions configured to provide a notification of the event via a user interface, wherein

a communication server comprises the notifying instructions,

the notifying instructions are configured to communicate independently of the media type of the communication channel by virtue of being configured to communicate with the communications channel via the channel driver**, and**

the notifying instructions and the channel driver are configured to communicate with one another by virtue of a communication application program interface; and

a computer readable storage medium to store the receiving instructions and the notifying instructions.

84. (Previously Presented) The computer program product of claim 83 further comprising:

activation obtaining instructions to obtain an activation of a user interface object of the user interface, wherein

the activation is associated with a command; and

issuing instructions to issue the command to the communication channel, wherein the issuing the command is performed via the channel driver that communicates according to the media type; and

the computer readable storage medium further stores the issuing instructions.

85. (Previously Presented) The computer program product of claim 83 further comprising:

agent determining instructions to determine an agent to be notified of the event; and wherein

the notifying instructions comprise agent notifying instructions to provide the notification to the agent via the user interface; and

the computer readable storage medium further stores the agent determining instructions.

86. (Previously Presented) The computer program product of claim 83 wherein

the event corresponds to a work item; and

the notifying instructions comprise work item providing instructions to provide a notification of the work item via the user interface.

87. (Previously Presented) The computer program product of claim 83 further comprising:

connection instructions to establish a connection between the user interface and the communication channel;

and wherein

the notifying instructions use the connection to provide the notification; and

the computer readable storage medium further stores the connection instructions.

88. **(Currently Amended)** A computer program product **for communicating using a communication server configured to communicate with a communication channel via a channel driver,** comprising:

issuing instructions configured to issue an outgoing command to a communication channel, wherein

the issuing instructions are configured to cause **[[a]] the** channel driver to issue the command,

the channel driver is configured to allow communication with the communication channel **by virtue of being configured** according to a media type of the communication channel, ~~and~~

the media type of the communication channel is one of a plurality of media types,

the communication server is configured to communicate independently of the media type of the communication channel by virtue of being configured to communicate with the communications channel via the channel driver, and

the communication server and the channel driver are configured to communicate with one another by virtue of a communication application program interface; and

a computer readable storage medium to store the issuing instructions.

89. (Previously Presented) The computer program product of claim 88 further comprising:

command determining instructions to determine the command upon receiving an activation of a user interface object of a user interface, wherein

the command determining instructions communicate independently of the media type by virtue of using the channel driver to issue the command; and

the computer readable storage medium further stores the command determining instructions.

90. **(Currently Amended)** A computer program product comprising:

receiving instructions configured to receive an incoming event from a communication channel **via a channel driver communicatively coupled to the communication channel**, wherein

[[a]] **the** channel driver comprises the receiving instructions,

the event is received via the channel driver,

the channel driver is configured to communicate with the communication channel **by virtue of being configured** according to a media type of the communication channel, and

the media type of the communication channel is one of a plurality of media types~~, and~~

~~the channel driver is configured to communicate with any one of the plurality of media types~~;

accessing instructions configured to access a database to determine an event response to the receiving of the event, wherein

a communication server comprises the accessing instructions, ~~and~~

the communication server is configured to operate independently of the media type **of the communication channel** by virtue of being configured to receive the event from the communications channel via the channel driver**, and**

the communication server and the channel driver are configured to communicate with one another by virtue of a communication application program interface;

event response performing instructions configured to perform the event response, wherein

the communication server further comprises the event response performing instructions, and

the event response performing instructions are configured to operate independently of the media type of the communication channel by virtue of being configured to use the channel driver to communicate with the communication channel; and

a computer readable storage medium to store the receiving instructions, the accessing instructions, and the event response performing instructions.

91. **(Currently Amended)** An apparatus comprising:

a computer-readable medium;

a processor;

receiving means, stored on said medium, for causing said processor to receive an incoming event from the communication channel, wherein

the receiving means for receiving the event comprises a channel driver, ~~and~~

the receiving means for receiving the event is configured to communicate **with the communication channel by virtue of being configured** according to a media type of the communication channel**, and**

the media type of the communication channel is one of a plurality of media types; and

notifying means, stored on said medium, for providing a notification of the event via a user interface, wherein

a communication server comprises the notifying means,

the providing the notification is independent of the media type **of the communication channel** by virtue of being configured to

communicate with the communications channel via the channel driver, **and**

the notifying means for providing a notification and the channel driver are configured to communicate with one another by virtue of a communication application program interface.

92. (Previously Presented) The apparatus of claim 91 further comprising:
activation obtaining means for obtaining an activation of a user interface object of the user interface, wherein
the activation is associated with a command; and
issuing means for issuing the command to the communication channel, wherein the issuing the command communicates according to the media type.

93. (Previously Presented) The apparatus of claim 91 further comprising:
agent determining means for determining an agent to be notified of the event;
and wherein
the notifying means comprise agent notifying means for providing the notification to the agent via the user interface.

94. (Previously Presented) The apparatus of claim 91 wherein
the event corresponds to a work item; and
the notifying means comprise work item notifying means for providing a notification of the work item.

95. (Previously Presented) The apparatus of claim 91 further comprising:
connection means for establishing a connection between the user interface and the communication channel;
and wherein
the notifying means use the connection for providing the notification.

96. **(Currently Amended)** An apparatus comprising:
a computer-readable medium;

a processor;

issuing means, stored on said medium, for causing said processor to issue an outgoing command to the communication channel, wherein

the issuing means for issuing the command comprises a channel driver, ~~and~~

the issuing means for issuing the command is configured to communicate **with the communication channel by virtue of being configured** according to a media type of the communications channel**, and**

the media type of the communication channel is one of a plurality of media types; and

command determining means, stored on said medium, for determining the command, wherein

the command determining means is configured to determine the command upon receiving an activation of a user interface object of a user interface, ~~and~~

the determining means is configured to determine the command independently of the media type **of the communication channel** by virtue of being configured to issue the command to the communications channel via the channel driver**, and**

the determining means and the channel driver are configured to communicate with one another by virtue of a communication application program interface.

97. **(Currently Amended)** An apparatus comprising:

a computer-readable medium;

a processor;

event receiving means, stored on said medium, for causing said processor to receive an incoming event from a communication channel, wherein

the event is received from the communication channel via the event receiving means,

the event receiving means is configured to communicate with the communication channel **by virtue of being configured** according to a media type of the communication channel, and

the media type of the communication channel is one of a plurality of media types;

accessing means, stored on said medium, for accessing a database to determine an event response to the receiving of the event, wherein

the accessing means operates independently of the media type of the communication channel by ~~obtaining~~ **virtue of being configured to obtain** the event from the event receiving means, ~~and~~

the media type of the communication channel is one of a plurality of media types~~; and~~,

the accessing means and the channel driver are configured to communicate with one another by virtue of a communication application program interface; and

event response performing means for performing the event response, wherein

the event response performing means is independent of the media type by virtue of the event response being determined by the accessing means.

98-103. (Cancelled)

104. (Previously Presented) The method of claim 44 further comprising:

issuing a command to the communication channel, wherein

the issuing the command communicates according to the media type.

105. (Previously Presented) The method of claim 104 further comprising:

determining the command upon receiving an activation of a user interface object of a user interface, wherein

the determining is performed independently of the media type.

106. (Previously Presented) The method of claim 37 further comprising:

accessing a database to determine an event response to the receiving of the event; and

performing the event response, the performing being independent of the media type.

107. (Previously Presented) The method of claim 42 wherein

the channel driver is configured to communicate with the communication channel according to the media type of the communication channel by virtue of being further configured to determine the media type of the communication channel; and

the media type is stored in a communication channel driver table, wherein the media type is stored in a column of the communication channel driver table that can be expanded.

108. (New) The method of claim 37, wherein

the channel driver is further configured to communicate with any one of the plurality of media types.